

Channel Master[®]

DVR⁺
User's Guide



Record without limitations or fees.

Important Software Notice Setting

As with all software-controlled products, unexpected behavior could arise if the user tries to perform operations in a non-routine manner. This product, like almost any other high-tech product, is subject to bugs and hence Channel Master CANNOT AND DOES NOT GUARANTEE OR WARRANT THAT ALL FEATURES, SUCH AS PARENTAL CONTROLS, WILL WORK AS INTENDED UNDER ALL CIRCUMSTANCES. Channel Master endeavors to improve such conditions and will periodically download improvements.

Equipment and Software Covered in This User Guide

This user guide covers the Channel Master® DVR+™ receiver and software model Channel Master DVR+. This user guide may cover other devices not listed here.

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Important Safety Instructions

- 1 Read these instructions.
- 2 Keep these instructions.
- 3 Heed all warnings.
- 4 Follow all instructions.
- 5 Do not use the apparatus near water.
- 6 Clean only with a dry cloth.
- 7 Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8 Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatuses (including amplifiers) that produce heat.
- 9 Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10 Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- 11 Only use attachments/accessories specified by the manufacturer.
- 12 Unplug the apparatus during lightning storms or when unused for long periods of time.
- 13 Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into it, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
- 14 **WARNING:** To reduce the risk of fire or electric shock, do not expose this apparatus to rain, moisture, dripping or splashing.
- 15 The power adapter must remain easy to unplug from the power socket once the equipment is installed.
- 16 **DO NOT** expose the remote control batteries to excessive heat such as fire or sunshine.
- 17 Safety-related markings can be found on the underside of the receiver.

Installation

- Ground the installation in accordance with NEC® or other applicable codes.
- Locate the power adapter and receiver indoors in an open, well-ventilated area. Do not place them in an enclosure (such as a cabinet) without proper ventilation.
- Place the receiver on its feet on a firm, stable, horizontal surface.
- Unplug the power adapter from the power socket during installation and follow all connection instructions.
- Only connect the original power adapter to the receiver. Other power adapters may damage the circuitry and cause a fire risk.
- **DO NOT** place heavy objects on the receiver or power adapter.
- Keep plastic packaging and small parts away from babies and children.

Protect from Water

- **DO NOT** place objects filled with liquids, such as vases or drinks, on or near the power adapter or receiver.

General Precautions

- **DO NOT** remove the power adapter cover due to risk of electric shock from live parts inside.
- **DO NOT** allow objects to drop or be pushed inside the receiver, for example by children.
- **DO NOT** place naked flames such as lighted candles on or near the receiver or power adapter.

Equipment Care

- Unplug the power adapter from the power socket before cleaning.
- If the power adapter or receiver is damaged, unplug it from the power socket and have it checked by qualified personnel before operating it any further.

Warning and Attention Symbols

You must be aware of safety when you install and use this system. This user's guide includes various procedures. If you do some of these procedures carelessly, you could injure or kill yourself or damage equipment or property. Some other procedures require special attention.



The Class II equipment symbol means that the equipment has additional insulation and does not need to be grounded.

For Your Safety



Warning: To reduce the risk of fire or electric shock, do not expose this appliance to rain or moisture.



Alternating Current (AC)



Direct Current (DC)



Indoor Use Only



USB Connector

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Chapter 1



:: Introduction

What you'll find in this chapter:

- Information about your new DVR+ receiver
- What's included with your DVR+
- Controls and connectors
- Remote control buttons

About Your New DVR+ Receiver

Thank you for purchasing your new Channel Master DVR+ high-definition (HD) digital video recorder (DVR) and receiver.

The DVR+ is the complete entertainment solution—a state-of-the-art HD DVR combining subscription-free, over-the-air (OTA) digital television reception with access to Internet-enabled TV apps such as YouTube, Pandora, VUDU, and Channel Master TV.

Internet Features

Note that to access DVR+ Internet-enabled features, you must have access to a high-speed broadband Internet service. A download speed of 2 Mbps or more is highly recommended in order to enjoy streaming services such as YouTube, Pandora, VUDU, Sling TV, and Channel Master TV.

Using This Guide

This guide is intended to help you use your new Channel Master DVR+ receiver. It describes the controls and connections required to set up your device and operate your device using the following conventions:

Bold Text

Body text in bold indicates a button to press on the remote control.

Italic Text

Body text in italics indicates an option or sequence of options (separated by the » character) to select from the DVR+ user interface on your TV. Use the navigational arrow buttons on the remote to highlight your selection.

Tasks

Numbered tasks quickly illustrate how to use some of the many features of the DVR+. The flow of these tasks are illustrated using a ribbon, as shown below:



The VUDU Service

Access to rent or buy on-demand VUDU movies using your DVR+ receiver requires an account with the VUDU service. You can browse for available movies and then sign up directly from within the online app on the DVR+. Or you may use a web browser to visit vudu.com and select the *Sign Up* button to get started.

If you already have a VUDU account, you can sign in to it from your DVR+. Or if you have an account with Walmart.com, you can use that username and password to get started.

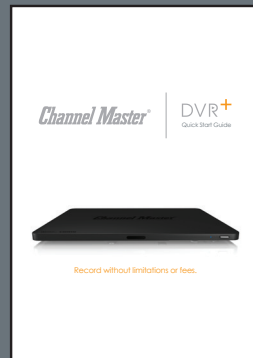
What's Included

Unpack the box and familiarize yourself with each item:

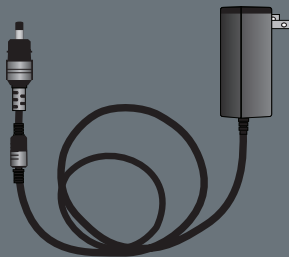
- The DVR+ receiver
- *Read This First!* stop sheet
- *Quick Start Guide*
- AC power supply
- Remote control (two AAA batteries included)



Stop Sheet



Quick Start Guide



Power Supply

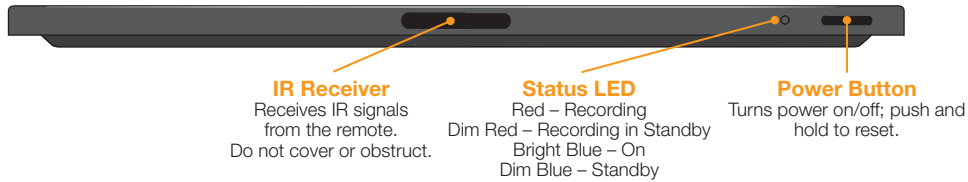


Remote Control

Controls and Connectors

Front Panel Controls

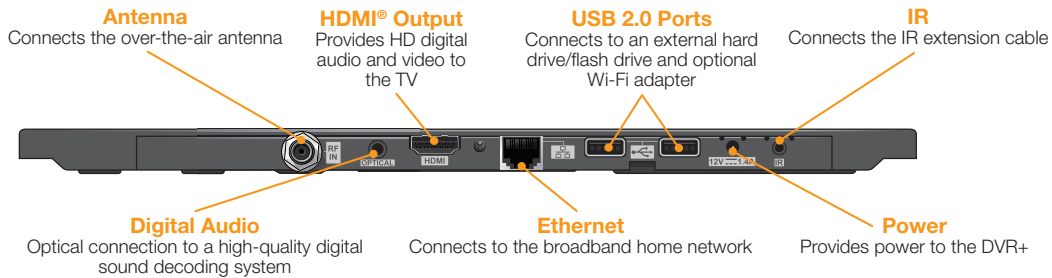
The front panel of your DVR+ receiver has the following controls:



- **IR Receiver** – Receives infrared signals from your remote control. Please do not cover or obstruct the IR receiver.
- **Status LED** – Provides a visual indication of whether your DVR+ receiver is turned on (bright blue) or in standby mode (dim blue). The bright-blue light turns red when the DVR+ receiver is actively recording a program or event.
- **Power Button** – Activates your DVR+ receiver (if it is standby mode) or puts it in standby (if it's active).

Rear Panel Connections

The rear panel of your DVR+ receiver has a number of different connectors to note:



- **RF IN (REQUIRED)** – Connects a coaxial cable for an OTA TV antenna.
- **OPTICAL Port** – Connects a digital audio cable for multichannel sound output.
- **HDMI Port** – Connects a High-Definition Multimedia Interface cable for digital audio/video output.
- **Ethernet Port** – Connects an Ethernet cable to your router for broadband Internet service. Note that this optional connection (or a wireless connection using the optional Wi-Fi adapter) is required if you wish to access Internet-enabled services such as YouTube, Pandora, VUDU, and Channel Master TV.
- **USB 2.0 Ports** – Connects the optional Wi-Fi adapter and/or external hard/flash drive for expanded DVR storage.
- **IR Port** – Connects the extension cable for an optional infrared (IR) receiver to increase the flexibility of where you can install your DVR+ while maintaining strong signals with the remote control.
- **Power Supply Port (REQUIRED)** – Supplies a 12-volt, 1.4-amp output.



WARNING: Use only the power supply included with your DVR+ to connect it to the AC outlet.

Remote Control



2

Chapter



:: Getting Started

What you'll find in this chapter:

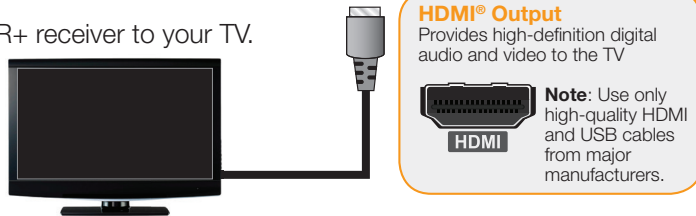
- Setting up your DVR+ receiver
- Using the Setup Wizard
- Programming the remote to control your TV
- Controlling volume and the input for an audio device
- Watching TV
- Navigating the program guide
- Recording a program or series
- Playing and deleting a recorded program
- Managing your recorded programs
- Locking a recording

Setting Up Your DVR+

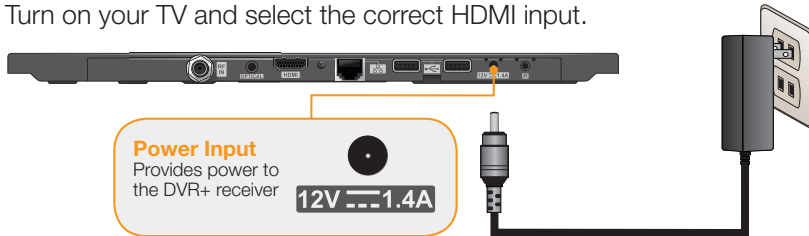
- 1 Connect the antenna to the DVR+ receiver.



- 2 Connect the DVR+ receiver to your TV.



- 3 Connect the power cord to the DVR+ receiver and plug the cord in to a wall outlet. Turn on your TV and select the correct HDMI input.



- 4 Remove the battery compartment from the remote control and insert the provided batteries in the correct orientation.



- 5 Using the remote, complete the on-screen Setup Wizard instructions.
- 6 Once you're receiving TV channels, you can connect the optional Wi-Fi adapter or your own Ethernet cable for access to Internet-delivered apps, channels, and enhanced guide information. When connected, the DVR+ will guide you through the setup process.
- 7 You can also connect an external hard drive to one of the open USB ports. When connected, the DVR+ will guide you through the setup process.

Using the Setup Wizard

When you power on your DVR+ receiver for the first time, it may take a minute or two for the unit to power up and display the Setup Wizard. The steps below will guide you through the steps to set up your receiver and scan for subscription-free over-the-air channels.

1



Select your language and country, then select **CONTINUE** and press **OK/SELECT** on the remote.

2



Verify that your DVR+'s connections are hooked up correctly, then press **OK/SELECT** to continue to the next step.

3



A channel scan will begin automatically. When it's complete, the Streaming Services screen displays.

4



Streaming services from your Internet connection are listed (if applicable). Press **OK/SELECT** to continue.

5



Internet channels are available upon activation through Channel Master TV. Press **OK/SELECT** to continue.

6



Enter your ZIP code, time zone, and time setting. Then select **CONTINUE** and press **OK/SELECT**.

If some channels are duplicated or have poor picture quality:

In some areas with multiple transmitters nearby, there may be duplicate channels. If there are duplicate over-the-air channels in your local area, they will be listed in the channel 100–199 range in the guide.

If a channel's transmission is marginal and cannot be improved (e.g., pixelation or audio issues; see page 34), consider deleting the channel (see page 30).

Programming the Remote Control

The remote is capable of controlling basic functions of most TVs and audio devices (volume, mute, power, input). To program the remote control to operate your TV or audio device, you may use the Easy Scan or Code Entry methods described on the following pages.

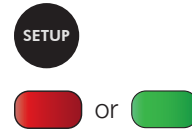
Note 1: The **OFF/ON** button is actually two controls: The left side is **OFF** and the right side is **ON**.

Note 2: If you wait more than 10 seconds between any step in this programming procedure, the setup will time out and you'll need to restart the procedure.

Easy Scan Programming Method 1

If your brand of TV or audio device is listed in the table below in step 4, follow this procedure to program your remote. You can program only one device at a time.

- 1 Turn on your TV or audio device.
- 2 Press and hold the **SETUP** button until the **OFF/ON** button flashes twice, then release the button.
- 3 To program the remote to control your TV, press the **Red (TV)** button. Or, to program the remote to control your audio device, press the **Green (AUD)** button. The **OFF/ON** button turns red.
- 4 In the table to the right, locate the number that's associated with your device (e.g., #8 if you have a Sony TV).
- 5 Point the remote at the TV or audio device you want to program. Using the numeric keypad, hold down the button corresponding to the number in the table for your device.
- 6 When your TV or audio device turns off, immediately release the button. The **OFF/ON** button flashes twice to indicate that the code has been programmed successfully for your TV or audio device.
- 7 Point the remote toward the device and press the **ON** button to power on your device and confirm that the remote now controls your device.



Button Number	TV	Audio
1	Insignia	Bose
2	LG	Denon
3	Mitsubishi	LG
4	Panasonic	Onkyo
5	Philips/ Magnavox	Panasonic
6	Samsung (default)	Philips
7	Sharp	Pioneer
8	Sony	Samsung
9	Toshiba	Sony
0	Vizio	Yamaha



Easy Scan Programming Method 2

If your brand of TV or audio device is not listed in the table on the previous page, follow this procedure to program your remote. You can program only one device at a time.

- 1 Turn on your TV or audio device.
- 2 Press and hold the **SETUP** button until the **OFF/ON** button flashes twice, then release the button.
- 3 To program the remote to control your TV, press the **Red (TV)** button. Or, to program the remote to control your audio device, press the **Green (AUD)** button. The **OFF/ON** button turns red.
- 4 Point the remote at the TV or audio device you want to program. Hold down the **OK/SELECT** button until your TV turns off, then immediately release the button.

Once the code is transmitted (it may take up to 2 minutes), the **OFF/ON** button flashes twice to indicate that the code has been programmed successfully for your TV or audio device.
- 5 Point the remote toward the device and press the **ON** button to power on your device and confirm that the remote now controls your device.



Code Entry Programming Method

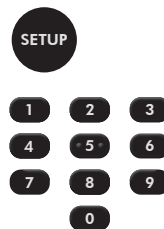
Follow this procedure to program the remote with a 5-digit code.

Note: Where several codes are listed for a manufacturer, it may be necessary to repeat the sequence below with each code until the correct one is found.

- 1 To control your TV, press the **Red (TV)** button. To control your audio device, press the **Green (AUD)** button. The **OFF/ON** button flashes once.



- 2 Press and hold the **SETUP** button until the **OFF/ON** button flashes twice, then release the button.



- 3 Using the numeric keypad, enter the 5-digit code within 10 seconds.

Note: Remote codes for some popular TV brands are listed below. For audio devices or if your TV brand isn't listed below, please try the Easy Scan methods described on the previous pages or consult the complete remote code list at the end of this chapter. For additional information on remote codes and programming, visit channelmaster.com/support.

Remote Code: ___ ___ ___ ___ ___

- 4 After the fifth digit entry, the **OFF/ON** button blinks twice to indicate that the code has been programmed successfully for your TV or audio device. In the event of an error, the **OFF/ON** button flashes four times, and you will need to restart this procedure.



Popular TV Remote Codes

For a complete list of remote codes for TV and audio devices, see the *Remote Codes* section on page 43.

Insignia	10463, 10171, 12751, 12417, 12088, 12049, 11963, 11892	Samsung	10154, 10156, 10093, 10060, 10702, 10178, 10030, 10556, 10037, 10587, 10618, 12042, 11618, 12051, 11597, 10814, 12557, 10766, 10208, 10179, 10092, 10090, 10039, 10009
LG	10017, 10060, 10178, 10030, 11447, 10556, 10037, 10714, 10715, 10442, 10856, 11149, 11325, 11423, 10039, 11768, 12057, 12359, 12569	Sharp	10093, 10053, 10030, 10009, 10039, 10818, 10851, 10854, 11407, 11423, 12214, 12495, 12676
Mitsubishi	10154, 10250, 10093, 10180, 10150, 11250, 10178, 10030, 10556, 10037, 11037, 10179, 10512, 10868, 11797, 12313	Sony	10810, 10834, 11300, 11685, 12571, 12736
Panasonic	10054, 10250, 10051, 10037, 10508, 10208, 10853, 11290, 11410, 11480, 11636, 12240, 12264, 12477	Toshiba	10154, 10156, 10093, 10060, 10145, 10195, 11037, 10618, 10508, 12676, 12233, 11935, 11652, 11556, 11524, 11369, 11343, 11325, 10832, 10767, 10109, 10009
Philips	10054, 10017, 10051, 10178, 10030, 10171, 11454, 10556, 10037, 11756, 11850, 11866, 11867, 12227, 12622, 12665, 12720, 12813, 11394, 11046, 10810, 10639, 10605, 10512, 10186, 10092, 10009	Vizio	10054, 10864, 10885, 11756, 11758, 12116, 12209, 12512, 12707

Using the Remote Control

Controlling the Volume for an Audio Device

Follow this procedure to program the Volume (+ and -) buttons on the remote to control your audio device's volume instead of your TV's volume.

Note: Before following this procedure, you must first program your remote to control your audio device, as described on the previous pages in this section.

- 1 Press and hold the **SETUP** button until the **OFF/ON** button blinks twice, then release the button.
- 2 Press the **VOL+** button.
- 3 Press the **Green (AUD)** button.
- 4 Press the **AUDIO CC** button if you'd like to set up audio options, including closed captions.

If you wish to revert volume control back to your TV, repeat this procedure and press the **Red (TV)** button instead of the **Green (AUD)** button in step 3.



Controlling the Input for an Audio Device

Follow this procedure to program the INPUT button on the remote to control your audio device's inputs instead of your TV's inputs.

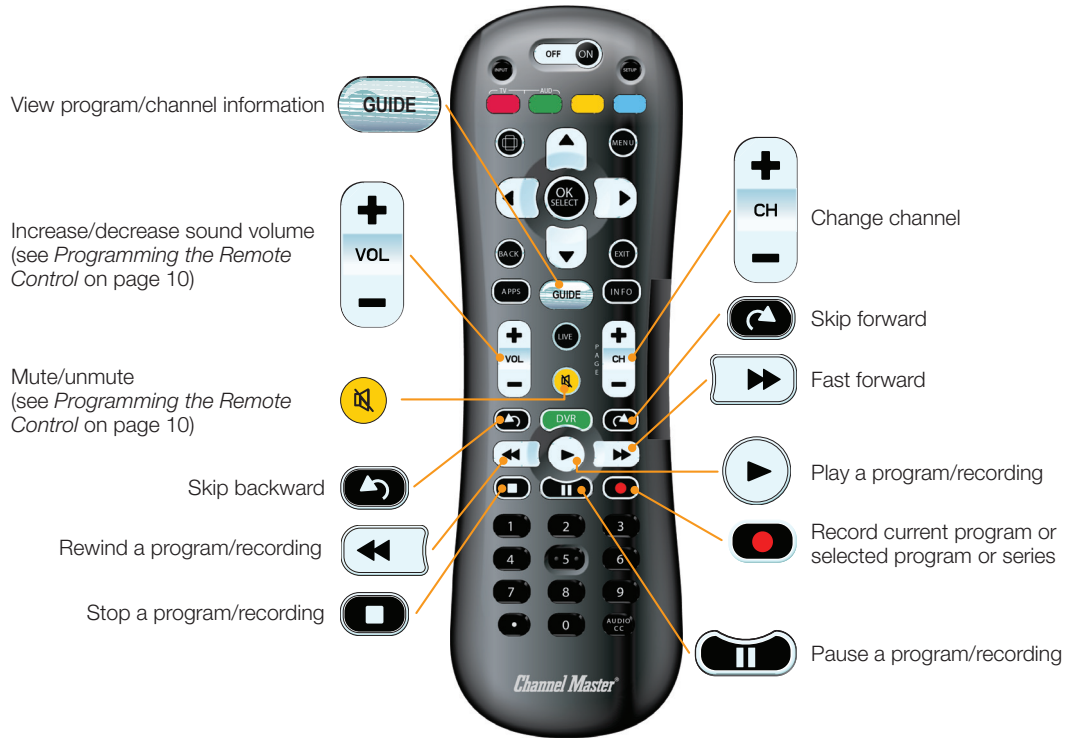
Note: Before following this procedure, you must first program your remote to control your audio device, as described on the previous pages in this section.

- 1 Press and hold the **SETUP** button until the **OFF/ON** button blinks twice, then release the button.
- 2 Press the **INPUT** button.
- 3 Press the **Green (AUD)** button.

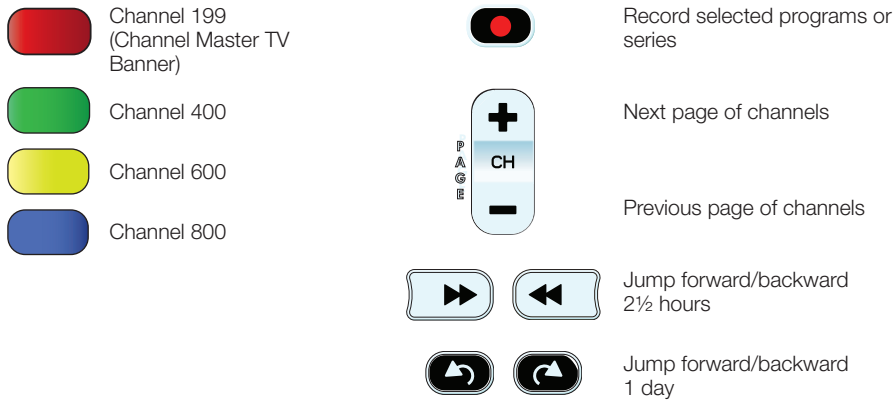
If you wish to revert input control back to your TV, repeat this procedure and press the **Red (TV)** button instead of the **Green (AUD)** button in step 3.



Watching TV



Navigating the Program Guide



Recording a Program

- To record the program you're watching live, press **Record** on the remote control.
- To record a future program, press **GUIDE** on the remote to display the program guide. Use the arrow buttons on the remote to select the desired program, then press **Record**.
- If more than one program with the same title is recorded, a folder is automatically created on the DVR Recordings screen. To watch a program in the folder, select the folder, select *View Folder Content*, then select the individual program. You can also delete all content in a folder by deleting the folder itself.

Note: The DVR+ still records your programs when the receiver is in standby mode (the Status LED is dim blue).

Recording a Series

If you have a favorite show that's on every week, the DVR+ allows you to record the show as a series with new episodes rather than any repeats that may air on other channels. This feature also puts your recordings for a show into a folder for easy access from the DVR+ main menu. Follow this procedure to record a series.

- 1 On the remote control, press **GUIDE** and select the show that you want to record.
- 2 On the Program Options pop-up, select *Record the Program*.
- 3 Select *Record All Programs with this name* and press **OK/SELECT**. You then have the option to view, edit, or delete the series recording.



Playing a Recorded Program

- 1 Using the remote control, press **DVR**.
- 2 On the DVR Recordings screen, use the arrow buttons on the remote to highlight the program you want to record. Then press **OK/SELECT**.
- 3 On the Recording Options pop-up, select one of the following options:
 - *Resume Playback* – Resume playback from where you left off. This option is available only if you've previously played the recording.
 - *Play Recording* – Play back the recording from the beginning.
 - *Delete* – Delete the recording.
 - *Options* – Rename or lock the recording.



Deleting a Recorded Program

- 1 Using the remote control, press **DVR**.
- 2 On the DVR Recordings screen, use the arrow buttons on the remote to highlight the program you want to delete. Then press **OK/SELECT**.
- 3 On the Recording Options pop-up, select *Delete*.
- 4 On the Delete Recording pop-up, press **OK/SELECT** to confirm the deletion.



Managing Recordings (DVR Recordings screen)

- View schedule, history, and recordings
- Sort recordings A-Z or by date/time
- Search recordings
- Delete a recording



Locking a Recording

- 1 Using the remote control, press **DVR**.
- 2 On the DVR Recordings screen, use the arrow buttons on the remote to highlight the program that you want to lock. Then press **OK/SELECT**.
- 3 On the Recording Options pop-up, select *Options*.
- 4 On the Recorded Program Options screen, select *Lock*, press the right arrow on the remote, and select the *Lock* option to lock the recording. A locked recording cannot be deleted until it's unlocked with a PIN (numeric password).
- 5 If you haven't set a PIN, you must enter and confirm one now in order to lock a recording. If the recording has previously been locked, you need to enter the current PIN to unlock it before deleting it.
Note: If you lose or forget your PIN, please visit support.channelmaster.com on your computer.
- 6 Press **EXIT** on the remote to return to live TV.



3

Chapter



:: Using Your DVR+

What you'll find in this chapter:

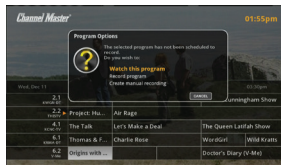
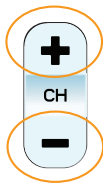
- Changing channels
- Controlling the volume of your TV
- Controlling digital audio
- Getting program information
- Adjusting languages and closed captions
- Using the live pause feature
- Using Internet apps

Using the DVR+ Receiver

Changing Channels

When viewing live TV, you can change channels on your DVR+ in the following ways:

- Press **CH+** or **CH-** on the remote control.
- Enter the channel number using the numeric keypad on the remote.
- Press **GUIDE** on the remote to view the list of all currently available channels. Then highlight a current program on a different channel, press **OK/SELECT** on the remote, and select *Watch this Program*.



Controlling the Volume of Your TV

- Press **VOL+** or **VOL-** on the remote to raise or lower the volume of your TV.
- Press **MUTE** on the remote to turn off your TV's sound; press **MUTE** again or **VOL+** or **VOL-** to restore the sound.

Note: You must program your new DVR+ remote to control the volume and mute functions of your TV. See page 10 for more information.

Controlling Digital Audio

Your new DVR+ receiver offers several digital audio features to enhance your enjoyment of many programs and events. Most of these options can be found under *Settings » TV & Audio Setup » Digital Audio Setup*:

If channels are missing:

If there are subscription-free over-the-air (OTA) channels in your local area that you do not see listed in the program guide, try the following:

- Press **MENU** on the remote.
- On the left, navigate and select **SETTINGS**.
- Scroll the list and select **Technical Information**.
- Scroll the list and select **Signals and Network**.
- Verify that your signal strength and signal quality are both at least a value of 30.
- If the values are below 30, readjust your OTA antenna.

If one channel is missing, perform a Manual Scan from the *Tuning* sub-menu. If several channels are missing, perform a Full Re-Scan.

1

Press **MENU** on the remote.

2

On the left, navigate to **SETTINGS** and press **OK/SELECT**.

3

Scroll the list of settings and highlight **TV & Audio Setup**, then press **OK/SELECT**.

4

Scroll the list of items and highlight **Digital Audio Setup**, then press **OK/SELECT**.

Setting Your Digital Audio Options

Many programs and events, especially those broadcast in high-definition video, also feature multiple audio channels to enhance the enjoyment in your home theater. The following options on your DVR+ receiver can be used with other compatible equipment:

- **HDMI** – Can be set to *Stereo only* if you are not connecting the HDMI output of your DVR+ receiver to a device capable of multi-channel surround sound. The default setting for this output is *Auto Stereo/Surround*, which will output the best audio option present in the broadcast.
- **Optical Digital Audio** – Can be set to *Stereo only* if you are not connecting the digital audio output of your DVR+ receiver to a device capable of surround sound. The default setting for this output is *Multi-channel*, which is supported by most equipment that will accept optical digital audio input(s).
- **Midnight Mode** – Helps keep you from disturbing others in your home by compressing the dynamic range (the difference between the loudest and quietest sounds) of the digital audio output signal. The default setting for this mode is *On*.

Getting Program Information

When you change channels on your DVR+, a banner displays across the bottom of the screen for a few seconds showing details about the current channel and programming. With this banner displayed, you can press the arrow buttons (Up, Down, Left, and Right) on the remote control to browse current or future program information for the next-highest or lowest channel, or display the current and future programs scheduled on the current channel.

When watching live TV, pressing **INFO** on the remote displays an info banner at the bottom of the screen. Pressing **INFO** again closes the banner. When you highlight any program in the program guide and press **INFO**, a pop-up with more detailed information displays about the highlighted program for five seconds. Pressing **INFO** again before five seconds closes the pop-up.

You can also press **Record** on the remote to help set a new recording or stop a recording in progress.

Adjusting Languages and Closed Captions

The **AUDIO CC** button on the remote control is a dedicated button to help you set preferences for your audio language and closed captions.

While watching live TV or a recording, pressing **AUDIO CC** displays the Audio / Closed Captions screen, which allows you to:

- Select the language for your audio. Some available languages may not be broadcast in stereo; changing digital audio options cannot override this status.
- Toggle closed captions (on or off), select a caption service, and format caption appearance.

Using the Live Pause Feature

While viewing live TV, pressing **Pause** on your remote control activates an automatic memory buffer, allowing the DVR+ to capture as much as 15 minutes of live TV. You can:

- Use the **Rewind**, **Fast Forward**, **Skip Back**, **Skip Forward**, **Pause**, and **Play** functions of your remote on the buffered programming. Note that you cannot move backward past the last DVR+ activation or channel change, or forward into the future.
- The live TV buffer is reset when you change channels or put the DVR+ into standby mode.
- If an external hard drive is already connected, the live TV buffer is automatically started on each channel change and the capacity of the buffer is extended to as much as two hours of programming.

Using Internet Apps

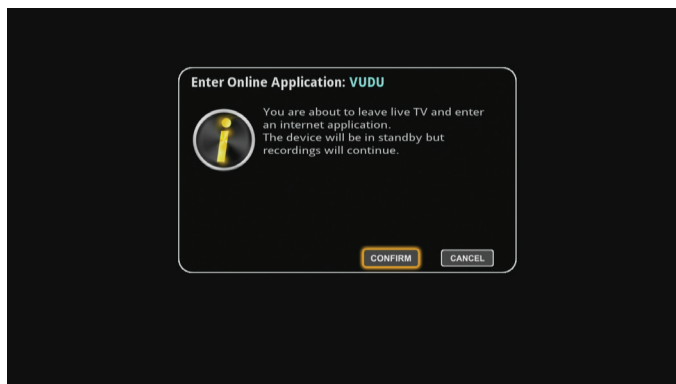
For your convenience, the Internet-enabled YouTube, Pandora, Sling TV, Channel Master TV, and VUDU apps are integrated into the program guide of your DVR+. By accessing the channel-200 range from your guide, the information banner, or other screens, you exit from any over-the-air TV broadcast and enter online app for one of these services. (You must select the *Confirm* option when prompted.)

The DVR+ receiver will be placed in standby mode, and recordings that are scheduled or in progress will continue uninterrupted.

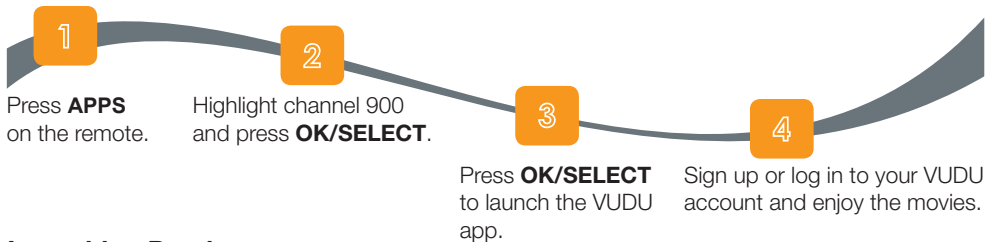
VUDU

Access to rent or buy VUDU movies on-demand using your DVR+ requires an account with the VUDU service. There are several methods you may use to get started, depending on whether you already have a VUDU username and password:

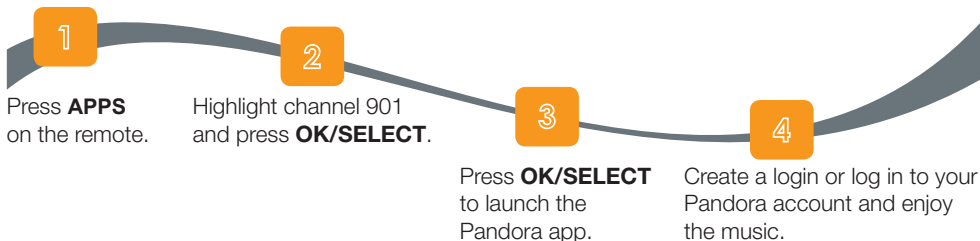
- If you do not have a VUDU or Walmart account, you can browse for available movies on the service and sign up directly from within the Internet app on your DVR+.
- You also may use a computer to visit *vudu.com* and select the *Sign Up* link to get started.
- If you know your username and password for your existing VUDU account, you can sign in to it directly on your DVR+.
- If you have an account with Walmart.com, you can use that username and password to get started.



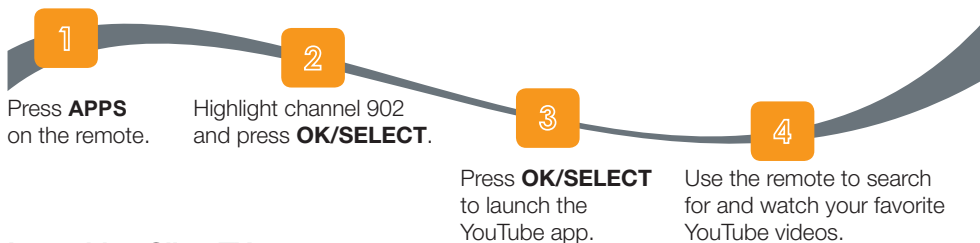
Launching VUDU



Launching Pandora



Launching YouTube



Launching Sling TV



Launching Channel Master TV



4

Chapter



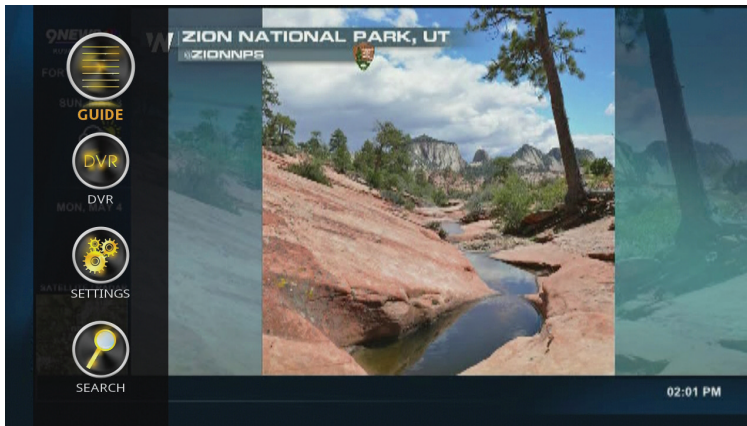
:: Menu & Options

What you'll find in this chapter:

- DVR+ main menu
- GUIDE
- DVR
- SETTINGS
- SEARCH
- Hiding an unwanted channel
- Setting up network connectivity
- Updating your DVR+ software

DVR+ Main Menu

You can access the main menu of your DVR+ by pressing **MENU** on the remote control. The main menu displays vertically along the left side of your TV screen.



Main Menu Items

The following items appear on the DVR+ main menu:

- **GUIDE** – Browse what's on now and what's scheduled to be broadcast in the future. Highlighting and selecting a program or event from the guide displays a pop-up options sub-menu.
- **DVR** – Manage and play back your recordings.
- **SETTINGS** – Set your user preferences and configure a variety of options available on your DVR+.
- **SEARCH** – Find a program to watch or record.

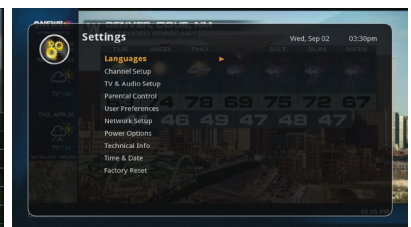
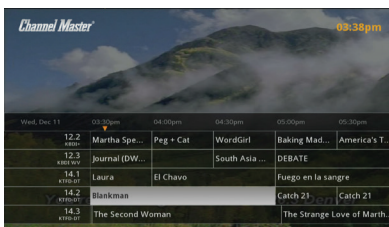
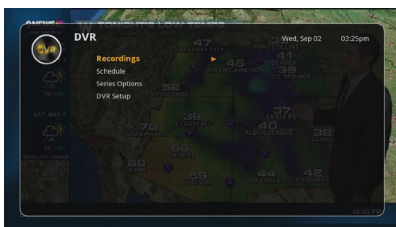
Menu Navigation

You can easily navigate the menu screens on the DVR+ using the arrow buttons toward the top of the remote control:



Pressing the Up arrow moves the cursor or highlight up; pressing the Down arrow moves it down; pressing the Right arrow moves it right; pressing the Left arrow moves it left.

Finally, pressing the **OK/SELECT** button in the center will select the currently highlighted item (like a program name) or option (like *Confirm* or *Cancel*) on your screen.



GUIDE

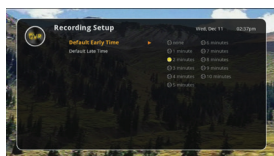
Selecting **GUIDE** from the main menu or pressing the **GUIDE** button on the remote control displays the program guide of the DVR+. From the guide, you can:

- Change channels to watch (or watch and record) a program on now.
- Set the DVR+ to record a program on now or one scheduled in the future.
- Set a reminder for the time of a program that you don't want to miss.

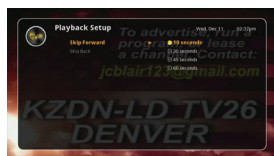
DVR

A digital video recorder allows you to record your favorite shows, series, and events without using a VCR or videotapes. Selecting **DVR** from the main menu accesses the following screens and sub-menus:

- **Recordings** – Displays the DVR Recordings screen, which lists all existing recorded programs and events. The DVR Recordings screen can also be accessed directly from the remote control by pressing the **DVR** button.
- **Schedule** – Displays the DVR Scheduled Recordings screen, which lists programs and events that you've scheduled to record in the near future. The DVR Scheduled Recordings screen can also be accessed by pressing the Blue remote button on the DVR Recordings screen.
- **Series Options** – Accesses options for a series recording. Edit or delete the series, or view the shows that you've recorded in this series. To access the Series Option, do the following:
 - a Press **MENU** on the remote.
 - b Select **DVR** and press the **OK/SELECT** button.
 - c Select **Series Options** and make any changes.
- **DVR Setup** – Includes the Recording Setup, Playback Setup, Re-Initialize Hard Disk, Check Disk, and Connect External Drive screens (available only when connected to an external hard drive).



Recording Setup
Set the default start-early and end-late times (0–10 minutes)



Playback Setup
Set the default Skip Forward and Skip Back times (10–60 seconds)



Re-Initialize Hard Disk
Reboot, erase, and restore the hard-disk drive

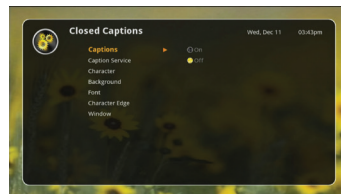
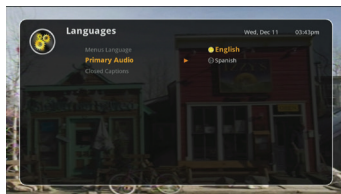
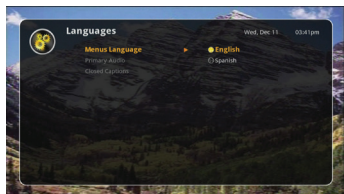


Check Disk
Reboot the disk and report errors

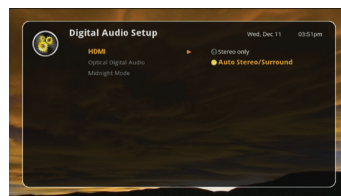
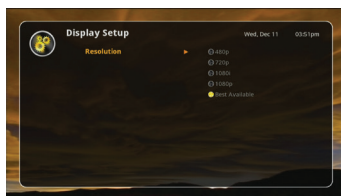
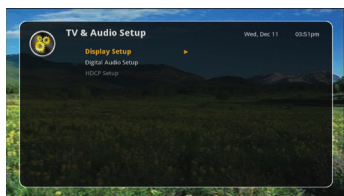
SETTINGS

Selecting *SETTINGS* from the main menu displays the *SETTINGS* menu, which contains the following sub-menus and screens:

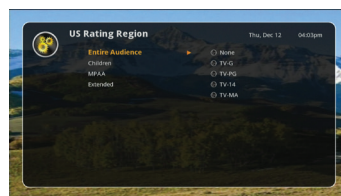
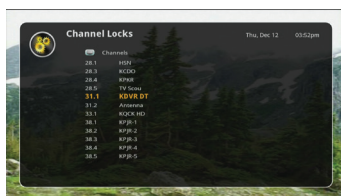
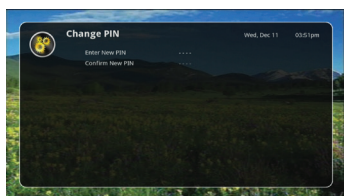
- **Languages** – Change the default language for the display of menus, the language of the primary audio (can also be changed using the **AUDIO** button on the remote control), as well as enabling/disabling closed captioning and setting a variety of other options related to displaying on-screen captions.



- **Channel Setup** – Change the sub-options for add-in Antenna Channels, Internet Channels, and Streaming Services.
- **TV & Audio Setup** – Change the default display (to match your TV resolution), digital audio setup, and HDCP (High-Definition Copy Protection) setup, if applicable.

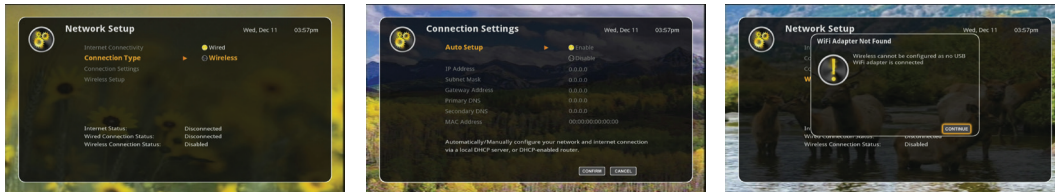


- **Parental Control** – Protect access based on channel or ratings. You must set a numeric password, or PIN, to enable this feature or change settings.

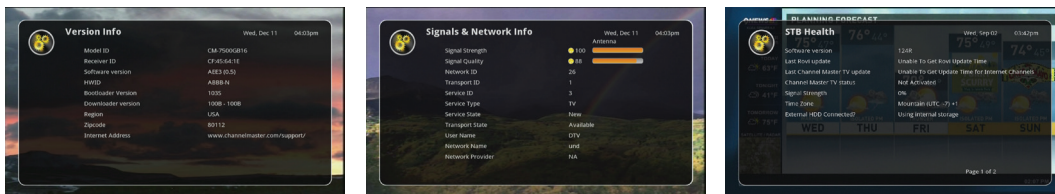


- **User Preferences** – Change the degree of transparency of menu or guide screens. The default setting is Medium; High is more transparent, Low less so, and Solid is off.

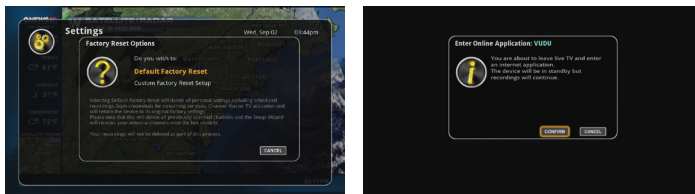
- **Network Setup** – View or change the status and information about Internet connectivity, including setup of the optional Wi-Fi adapter (see page 30).



- **Power Options** – Change the Inactivity Standby setting from the default of 4 hours to either 5 or 6 hours (the Off setting is *not* recommended).
- **Technical Info** – View information about your current DVR+ software version, the status of the over-the-air (OTA) and/or network signal, the availability of any downloadable software updates (see page 29), the notices for related open-source software, or the screen detailing set-top-box (STB) health.

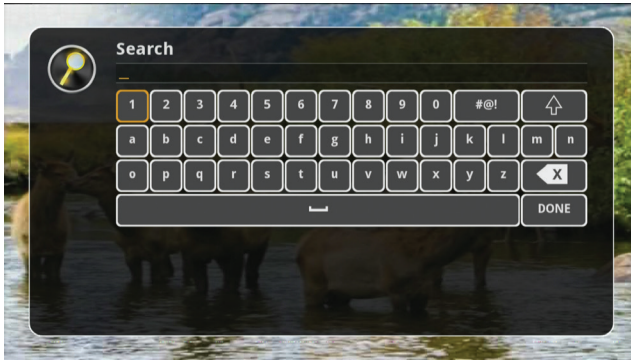


- **Time & Date** – Set or change your ZIP code, time zone, and country; enable or disable the automatic time-setting option and Daylight Savings Time (DST); and set the current time of day, as well as the date, month and year.
- **Factory Reset** – Access options to fully factory-reset your DVR+ (erasing any user preferences you've changed from the factory default settings) or only VUDU-reset (erasing any VUDU online movie service account information you entered).



SEARCH

The search function of your DVR+ allows you to enter one or more keywords associated with programs or events that you'd like to find in the program guide. After selecting *SEARCH* from the DVR+ main menu, use the navigation buttons on your remote to highlight and select characters—including letters and numbers—that spell out the keywords you want to find.



Hiding an Unwanted Channel

Pressing **MENU** on the remote, then selecting *SETTINGS » Channel Setup » Antenna Channels » Hide / Unhide Channels* displays the list of scanned-in channels on your DVR+. If you need to hide a channel (e.g., it's a duplicate of another channel or one that you never watch), follow these steps:

- 1 Find the channel and press **OK/SELECT** on the remote to select the channel.
- 2 On the Manage Antenna Channels pop-up, select *Hide this Channel*.
- 3 Press **OK/SELECT** to confirm the change.

Setting Up Network Connectivity

Pressing **MENU** on the remote and selecting *SETTINGS » Network Setup* displays the current status of your Internet connection, wired and wireless network connectivity, as well as related items and screens. From here, you can:

- 1 View or choose your connection type, either *Wired* (the default selection for using an Ethernet cable) or *Wireless* (for using the optional Wi-Fi adapter; please visit channelmaster.com for details).
- 2 Select *Advanced Settings* to view IP connection settings and disable (or re-enable) the Automatic Setup of the DVR+ Internet connection. If you select *Enable* (selected by default), the DVR+ receiver expects that it will be assigned its IP settings by a DHCP server or DHCP-enabled router residing on your local network. If you select *Disable*, you'll need to assign these settings manually (advanced users only).

- 3 If you have a wireless connection type, select *Wireless Setup* to view or edit your wireless setup. (If *Wired* is selected as the connection type, the *Wireless Setup* item is unavailable.)
- 4 To change wireless connection settings, select *Network Setup* and scan for available wireless networks (if your network's SSID/name is publicly broadcast), or choose *Manual* (if your network SSID/name is not publicly broadcast).
- 5 If you chose *Scan*, do the following:
 - a Select the appropriate wireless network SSID/name from the displayed list.
 - b Use the on-screen keyboard to enter the Wi-Fi network password (sometimes referred to as a key or passphrase).
 - c Select *DONE* and the DVR+ will try to connect to the specified network. Wait for confirmation that the connection is successful.
- 6 If you chose *Manual*, do the following:
 - a Select *Network Name* and use the on-screen keyboard to enter the (hidden) SSID/name.
 - b Select *DONE* and choose the network's security protocol: Open, WEP, WPA, or WPA2.
 - c Select *Key* and use the on-screen keyboard to enter the Wi-Fi network password or passphrase.
 - d The DVR+ will try to connect to the specified network. Wait for confirmation that the connection is successful. Do not use hidden or guest SSIDs.

Automatically Updating Your DVR+ Software

If your DVR+ receiver has an active connection to the Internet, the DVR+ will periodically check for software updates and install them automatically. However, you may follow this procedure to check for and install updates immediately.

- 1 Press **MENU** on the remote, then select *SETTINGS » Technical Info » Software Updates* to display the Software Updates screen.
- 2 If a downloadable software update is available, a pop-up message displays. Follow the on-screen instructions to download and install the update. Otherwise, pressing **OK/SELECT** on the remote with *Check for download* highlighted displays the "Latest software detected" pop-up.
- 3 Wait for your DVR+ receiver to restart automatically and begin updating software. Do not turn off or remove power from the DVR+ receiver until the entire update process has completed.
- 4 This process may take as long as five minutes, after which the DVR+ receiver will restart with the updated software. You can then operate your DVR+ normally.

Manually Updating Your DVR+ Software

If your DVR+ isn't connected to the Internet, follow this procedure to update the software manually.

- 1 Download the software update file from the Channel Master website to an empty USB flash/thumb drive formatted as FAT or FAT32.
- 2 With your DVR+ receiver powered on (and not in standby mode), insert the flash drive with the software update into one of the USB ports on the rear panel of your DVR+.
- 3 Wait for your DVR+ to detect the updated software and display the version information. When prompted by the pop-up message, select *CONFIRM* to begin installing the update. See page 37 for more information about messages you may see displayed.
- 4 Wait for your DVR+ receiver to restart automatically and begin updating software. Do not turn off or remove power from the DVR+ receiver until the entire update process has completed.
- 5 This process may take as long as five minutes, after which the DVR+ receiver will restart with the updated software. You can then operate your DVR+ normally.

5

Chapter



:: Troubleshooting, FAQs & Remote Codes

What you'll find in this chapter:

- Possible issues and solutions
- Frequently asked questions
- List of remote codes

Possible Issues and Solutions

Signal Issues

- Verify that the coax cable to the over-the-air antenna is connected to both the RF IN port on the back of your DVR+ receiver (hand-tighten only) and to the over-the-air antenna.
- Verify that your antenna has not been moved out of proper alignment. This can cause signal loss on some or all channels.
- Reset your DVR+ by pressing and holding the **POWER** button located on the front panel. Verify that the LED is red or bright blue.
- If a reset doesn't work (the LED is dim blue), place the DVR+ in standby (press the **POWER** button), unplug it from the outlet for at least 15 seconds, then plug it back in. Press the **POWER** button to turn it back on.
- If you see image pixelization, verify your signal strength and quality by pressing **MENU** on the remote, then selecting *Settings » Technical Info » Signals and Network*.
- The DVR+ is capable of receiving only digital TV channels and will not tune to a channel that is still broadcasting analog TV signals. Visit antennaweb.org to find out which channels in your area are broadcasting digital TV signals.

Program Guide Issues

- Verify that your DVR+ receiver is connected to broadband Internet service (recommended) in order to access an extended program guide for up to 14 days of programming. You can view current information about this connection by pressing **MENU** on the remote, then selecting *Settings » Network Setup*.
- When extended guide data is available over your Internet connection, both the guide screen and the info banner will display "Powered by Rovi." You can use the color buttons on the remote control to navigate within the program guide (see page 14).
- Verify that your extended guide data is up-to-date. Typically, this data is updated every 24 hours. You can view when the guide was last updated by pressing **MENU** on the remote, then selecting *Settings » Technical Info » STB Health*.
- If your DVR+ receiver is not connected to the Internet, the DVR+ populates the program guide with data from the broadcast signals. The amount of data provided varies by each broadcaster and channel, but the DVR+ displays as much as possible.

Online Apps Issues (Broadband Connection Required)

- Verify that your DVR+ receiver is connected to broadband Internet service either from a wired connection (using an Ethernet cable) or a wireless connection (using the optional Wi-Fi adapter). Press **MENU** on the remote, then select *Settings » Network Setup*.
- Verify that you can access the Internet from other devices connected to the same network. If there are problems accessing the Internet, check your network equipment (for example, your wireless router or access point). Verify that the connections are correct using the documentation provided with the equipment.
- If your network equipment appears to be working correctly but you still can't access the Internet from devices connected to the network, contact your Internet service provider for assistance.
- To enjoy high-quality video streaming from online apps such as YouTube, Pandora, VUDU, and Channel Master TV, a minimum of 2-Mbps connection speed is recommended. If you aren't sure of your connection speed, check with your Internet service provider.

Remote Control Issues

- Ensure that the batteries are functional; when you press a button on the remote control, the OFF/ON button should briefly flash.
- Ensure that the batteries are installed as indicated on the diagram inside the battery compartment. Replace old (discharged) batteries with two new AAA batteries.
- Ensure that you're holding the remote control with the lens at the top of the remote pointing directly at the front of your DVR+.
- Ensure that the IR window in the center of the DVR+ front panel is not covered or obstructed. If your DVR+ receiver is installed in a location without a clear line of sight to the remote, you can obtain an optional IR extender. Visit support.channelmaster.com for more information on this accessory and others.
- If the remote controls your DVR+ but not your TV, ensure that the remote is set up correctly to control your TV (see page 10). You will need to do this procedure each time you change the batteries.

Recording Issues

- Your DVR+ receiver must be powered on or in standby mode when a program or event is scheduled for it to be recorded.
- If your external hard drive cannot be detected by your DVR+ or isn't working correctly, first reboot the drive by pressing **MENU** on the remote, then selecting *DVR » DVR Setup*.
- If you'd like to keep more recordings than there's space for on internal memory, consider purchasing an external hard drive for additional storage and connecting it to one of the USB ports on the rear panel of your DVR+ receiver (see page 5). When an external hard drive is connected, additional DVR features are made available, such as recording two programs at once and pausing live TV.
- View issues that cause DVR timers to fail (e.g., insufficient tuners, recording capacity, or signal strength) by pressing **MENU** on the remote, then selecting *DVR » Schedule*.
- Verify that event timers are set as DVR timers and not as reminder timers. Confirm that an event recording is set up by looking for a red triangle on the corner of the guide listing for the event.
- Verify that there is sufficient storage space for your recordings. You can delete any watched recordings to save space.
- To enable simultaneous recording of programs on two channels, connect an external hard drive to a USB port. For more information, visit channelmaster.com.

Audio Issues

If the audio on your DVR+ sounds distorted, you can:

- Try a different channel to see if the fault lies in the transmission of the signal.
- See if the fault lies with the reception of the channel's signal(s) by ensuring that your over-the-air antenna is installed and aimed correctly (i.e., away from tall buildings and metal obstacles).
- Verify the strength and quality of your over-the-air (OTA) signal by pressing **MENU** on the remote, then selecting *Settings » Technical Info » Signals & Network*.
- Verify that the cables between your antenna and DVR+ receiver, as well as the HDMI cable between your DVR+ receiver and TV, are connected correctly.
- If the audio issue persists, change the HDMI audio output for the DVR+ receiver to *Stereo only* by pressing **MENU** on the remote, then selecting *Settings » TV & Audio Setup » Digital and Audio Setup » HDMI*.

Software Update Issues

If you're manually updating your DVR+ software using a USB flash-memory drive, you may see one of the following messages displayed after inserting the drive into a USB port:

- *"EHD Insufficient Disk Size"* – Some flash-memory drives have multiple small partitions, or even zero partitions. Try reformatting the drive to have a single primary partition, or use a different flash drive.
 - *"A USB download has been detected which is already present on your device."* – Your DVR+ receiver has been updated to the same version of software as you have on the flash drive. It's up-to-date, so no further update is needed.
-

Parental Control Issues

- "I changed the channel and a Locked Channel message is displaying requesting the PIN (password)." Parental Control has been activated and the channel has been locked. See page 28.
- "I changed the channel and a Parental Lock Activated or Rating Locked message is displaying requesting the PIN (password)." The program or event currently on this channel has been locked. See page 28.
- "I chose a program or event in the guide and a message is displayed requesting a PIN (password)." Parental Control has been activated and the channel or the program or event has been locked. See page 28.

Frequently Asked Questions

DVR and Recordings

How many hours can I record in HD with the DVR+?

- Out of the box: 2 hours
- With a 500 GB external hard drive: 90 hours
- With a 1 TB external hard drive: 180 hours

Why didn't my show record?

There are many things that can cause a recording to fail. Typically a recording will fail for one of the following reasons:

- Insufficient hard drive space. Check that the hard drive has enough space for further recordings. To free up space, delete some old recordings that you've already watched. The DVR+ will tell you if your scheduled recordings use more resources than the product can support. Please check the scheduled recording and make any necessary changes.
- A lost or poor signal at the time of the recording. Check that the cable from your antenna is connected properly.
- No power at the time of recording, either from an unplugged power cable or power outage. The DVR+ will wake from standby mode to record a program, but it must have AC power connected.
- Someone stopped the event because of a conflict watching a different program.
- You set a name-based recording and the name of the event changed.
- The DVR+ was performing a software update or in the reboot process at the time of the recording.
- The hard drive was in initialization mode at the time of the recording.
- If you lost your Internet connection for several days, guide data will switch from Internet-delivered to broadcaster-delivered, which may cause the recording to fail.

Most of the time, a missed recording is not indicative an issue with the DVR+. Before contacting Channel Master customer service, please confirm that none of the above scenarios are causing your recordings to fail.

Will a factory reset of the DVR+ delete all of my recordings?

No—a factory reset does not delete any previously recorded programs. Only a hard disk initialization will delete all of your recorded programs.

Will I be able to keep my recordings if my DVR+ needs to be repaired or replaced?

Unfortunately, we can not guarantee that your recordings will remain on your hard drive if your DVR+ receiver requires repair or replacement. Channel Master is not responsible for loss of any data stored on the hard drive.

Note: A factory reset will delete any future recordings you have scheduled, but will not delete existing recordings.

Signal and Picture Quality

Why is my picture not coming in clear? Why am I getting artifacts on the screen?

Digital signals will show a clear picture unless there's some type of interference. If you see some artifacts on the screen but the picture is still there, you may need to use a different HDMI cable.

Why am I getting a “No / Bad Signal” message on my TV when my antenna is connected to the DVR+?

Please ask your installer or qualified installation engineer to check that the antenna is in good condition with no visible signs of damage. Check that the cable(s) between the antenna and the DVR+ receiver are properly connected. If you have an older antenna, consult a professional installation engineer to diagnose any issues with antenna system setup.

I hooked up my DVR+, so why am I seeing a blue TV screen with a “No Signal” message?

Please check that the correct input is selected on your TV and that the HDMI cable is properly connected on both ends. If your TV's input is set to something other than HDMI, it will not display a picture on your TV.

Channels and Program Guide

Why is the DVR+ not showing 14 days of guide data on some channels?

When connected to the Internet, the DVR+ will list up to 14 days of guide data for channels associated with the ZIP code that you entered in the Setup Wizard. Channels that are not associated with this ZIP code according to Rovi (the data provider) will display only the guide data sent over the air by the broadcaster.

Why does my DVR+ not seem to find all channels?

Verify that the channel is still available using an up-to-date reference (antennaweb.org), and if needed, perform a manual channel search. If necessary, download the latest software for your DVR+, perform a factory reset, and run the Setup Wizard. After completion of the channel scan, all available channels should now be listed.

Why does my TV get more channels than my DVR+?

This is uncommon, but unfortunately it can happen from time to time. All tuners are different and respond differently to signal strength and quality. If your TV tuner picks up a channel that the DVR+ does not, this does not indicate that your DVR+ receiver is defective. The DVR+ tuning sensitivity is controlled by software, so only software improvements can be made; another DVR+ unit will likely provide the same inconsistency because the hardware is identical.

If your DVR+ is not receiving a specific channel or the signal quality is not the same as you experienced on your TV, we strongly suggest trying to improve your signal strength and quality by changing your antenna's location, replacing your antenna with a model with more gain, or adding a pre-amplifier.

In many instances the DVR+ tuner will outperform TV tuners in certain areas, and in other instances the TV tuner will outperform the DVR+ tuners in another area. If you continue to have problems with channel/signal reception with the DVR+ in your home, we strongly recommend hiring a professional installer with the correct tools and signal analyzers to troubleshoot what's causing the issue.

Remote Control

Why won't the OFF and ON buttons turn my TV and audio device on and off independently?

Independent control of TV and audio devices is not supported. When programmed to the TV or audio devices, the remote will send the power ON/OFF command to all three devices (DVR+, TV, and AUD) simultaneously.

Why is my remote turning on and off my device out of sync?

The OFF/ON button uses a programming sequence called a macro, which is preprogrammed to send all power codes to all devices simultaneously. Sometimes one of the devices may already be in the opposite power state, which could cause them to be out of sync with the remote. To resolve this issue, manually turn off all devices from the front panel button on each device and then press the ON button on your remote once again.

Why don't the Red (TV) and AUDIO CC buttons do anything other than setup?

The DVR+ remote has a mode-less design that eliminates confusion of being in the wrong mode during use. When a TV is programmed, the ON/OFF, Volume, Mute, and INPUT buttons are the only ones that control TV functions. When an audio device is programmed, the OFF/ON buttons are the only ones that control functions of the actual audio device.

Can I turn off the backlighting on the remote?

No. If you're concerned about battery consumption, we've designed the LED backlighting to stay illuminated for only 3–4 seconds after a key is pressed and to use very minimal power when illuminated.

Why is my DVR+ running sluggishly and taking several seconds to respond to the remote control?

Much like a PC, background processing with the DVR+ can cause a delay in response time. Channel Master is continually working to improve response times. It's also important to note that when guide data is updating, you will experience a small delay in remote control responsiveness. Please wait for the download to complete for the DVR+ to regain responsiveness.

If the delays are upwards to 15 seconds or greater, your DVR+ software may be corrupt. If this is the case, follow the steps below to perform a factory reset:

- 1 Press **MENU** on the remote, then select *SETTINGS » Factory Reset*.
- 2 On the Factory Reset Options pop-up, select *Default Factory Reset* and wait for the factory reset to complete.
- 3 If your DVR+ is connected to the Internet, wait about 15 minutes for your guide data to download completely.

External Hard Drive

Why is my DVR+'s external hard drive not working correctly?

Channel Master does not provide support or guarantee that all external hard drives will function properly with your DVR+ receiver. If you're using an external hard drive other than one specified by Channel Master, ensure that there is no special formatting and no special management or partitioning software on the external hard drive, which can cause issues. Also note that the DVR+ will not recognize any external hard drive with less than 80 GB of storage. Storage devices with less than 80 GB can be used only for installing software updates.

While many off-the-shelf external hard drives will work with the DVR+, we cannot certify every hard drive in existence.

Note: Storage capacity and recording hours depend on the external hard drive.

If you wish to use a different external hard drive, you may have the best results with newer external hard drives by popular manufacturers such as Seagate, WD, and Toshiba.

Miscellaneous

Why does my DVR+ turn itself off?

The DVR+ receiver has a power-saving feature that allows you to program the DVR+ to go into sleep mode after predetermined times of inactivity (4, 5, and 6 hours). If you don't want your DVR+ receiver to automatically go into sleep mode, you can disable this feature.

Note: When in sleep mode, scheduled recordings will still record as if the DVR+ receiver was turned on.

Will cable TV work with my DVR+?

No—the DVR+ will work only with over-the-air broadcast signals.

Can I store other things on the DVR+, like my movies and pictures?

No—the DVR+ will store and view only your over-the-air broadcasts that you record.

How do I recover my 4-digit PIN when I forgot my password?

Use the master PIN of 2846 to unlock your DVR+ and access the main menu to reset your personal PIN.

Does the DVR+ remote have a discrete on/off code?

Yes—two key codes are reserved for discrete power on/off:

- ON: 0x37
- OFF: 0x38

How can I keep my DVR+ up-to-date?

Software updates are not usually required to maintain normal operation of your DVR+, but they ensure the best performance of your DVR+. A DVR+ receiver with an active connection to the Internet will periodically check for downloads automatically. If your DVR+ is not always connected to the Internet, connect it and access the Software Updates screen to see if a new update is available.

For more frequently asked questions and support information, please visit
channelmaster.com/support.

Remote Codes

This section contains the manufacturer codes for programming your DVR+ remote control to operate your TV and audio devices. If your TV or audio brand is not listed or if the codes listed for it do not work, the DVR+ remote may not be able to control your TV or audio device. Please note that in some cases, codes may operate some but not *all* of the buttons shown in this guide.

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Arcam 20269, 20641
Audio Agile 20269
Audiolab 20269
AVI 20269
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Altec Lansing 22720
Apple 21115
B & W 22441
Bowers & Wilkins 22441
Denon 22502
Dynavox 23231
JVC 22969
LG 23217
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Chapter 6



:: FCC, Warranty & OSS

What you'll find in this chapter:

- FCC statement
- Limited Warranty information
- Open-source software notices

FCC Statement

The following FCC statement applies to DVR+:

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Do not make changes or modifications to this equipment. This could void the user's authority to operate the equipment.

Limited Warranty

The following Limited Warranty applies to DVR+ (CM-7500GB16 and CM-7500TB1):

Limited Warranty Period:

CHANNEL MASTER DVR+ has a limited (1) year Warranty from the original purchase date with a valid proof of purchase from an authorized retailer. A sales receipt or other document showing that you purchased the product is considered proof of purchase. Certain limitations and exclusions apply.

Purchase Date: _____

What is covered by this limited warranty:

CHANNEL MASTER warrants the original CHANNEL MASTER branded product hardware and accessories contained in the original packaging against defects in materials and workmanship when used normally in accordance with CHANNEL MASTER's published guidelines for a period of (1) year from the date of original purchase by the end-user purchaser. CHANNEL MASTER's guidelines include but are not limited to information contained in technical specifications, user manuals and service communications. (90) Days of complimentary software/user support is also included in this Warranty, software and user support outside of (90) days will be subject to additional charges. This Warranty is valid only in the United States, Mexico, and Canada.

What is NOT covered by this limited warranty:

This Warranty does not apply to any non- CHANNEL MASTER branded hardware products or any software and data services, even if packaged or sold with CHANNEL MASTER hardware. Manufacturers, suppliers, or publishers, other than CHANNEL MASTER, may provide their own warranties to you but CHANNEL MASTER, in so far as permitted by law, provides their products "AS IS". Software distributed by CHANNEL MASTER with or without the CHANNEL MASTER brand (including, but not limited to system software) is not covered by this Warranty. Please refer to the licensing agreement accompanying the software for details of your rights with respect to its use. CHANNEL MASTER does not warrant that the operation of the CHANNEL MASTER product will be uninterrupted or error-free. CHANNEL MASTER is not responsible for damage arising from failure to follow instructions relating to CHANNEL MASTER's product use. Shipping charges to return products under warranty back to CHANNEL MASTER is not covered.

How to obtain warranty service:

Consumers with a valid proof of purchase from an authorized retailer can return any In-Warranty CHANNEL MASTER product to the Warranty department for repair or replacement. For In-Warranty service the consumer must email Technical Support and request an RMA number in order to return the product. The returned product must have the RMA number visible on the box and must include the bill of sale showing the unit is within the warranty period. If the unit is found to be defective under our Warranty Policy CHANNEL MASTER will repair or replace the item at no charge. Products outside of the warranty period should not be returned to CHANNEL MASTER with the exception of any product requested by Technical Support to be accessed for quality assurance purposes. Technical Support: techsupport@channelmaster.com

Where to purchase replacement products and accessories:

Replacement parts and accessories are available for purchase at channelmaster.com.

GENERAL TERMS:

1.1 Subject to the provisions of this Warranty, CHANNEL MASTER warrants that the equipment described in Paragraph 1.2 will conform to our specifications in all material respect and that the equipment will be free from material defects in materials and workmanship during the Limited Warranty period.

1.2 This Warranty applies to all original purchases by consumers of CHANNEL MASTER products ("Equipment"). The warranties set forth herein are not transferable. 1.3 The Effective period of this Warranty will start on the date of purchase of the Equipment from an authorized retailer and will end, for the Equipment, (1) year later (for all hardware and components). Software is not covered even if packed or sold with CHANNEL MASTER hardware, unless otherwise expressed or provided herein (in each case the "Warranty Period").

RETURN OF EQUIPMENT UNDER WARRANTY:

2.1 If an item of Equipment malfunctions or fails in normal use within the applicable Warranty Period: (a) The Customer shall notify CHANNEL MASTER within thirty (30) days of the problem. (b) CHANNEL MASTER will, at its option, either resolve the problem over the telephone or provide the customer with a Return Authorization ("RMA") Number and the address to which the customer may ship the defective item; (c) If the problem can not be resolved over the telephone, the Customer shall attach a label showing the RMA number to each returned item, and include a description of the problem. The Customer shall, at his or her own cost, properly pack the item to be returned, mark the RMA# on the outside of the box, prepay the insurance and shipping charges, and ship the item to the specified CHANNEL MASTER location. (d) Unauthorized return of any equipment, whether in or out of warranty, will be subject to a handling charge, in addition to all repair and all transportation charges. (e) CHANNEL MASTER will, at its sole option, repair or replace the returned item. If replaced, the replacement item may be new or refurbished; if refurbished it will be equivalent in operation to new Equipment. If a returned item is replaced by CHANNEL MASTER, the Customer agrees that the returned item will become the property of CHANNEL MASTER. (f) CHANNEL MASTER will complete the exchange of CHANNEL MASTER manufactured equipment returned under this Warranty within a reasonable time, subject to lead-times from factory, and will make a good faith effort to minimize any and all delays where possible; and (g) CHANNEL MASTER will, at its cost, ship the repaired item or replacement to the Customer. If the Customer requests express shipping, the Customer will pay CHANNEL MASTER an expediting fee. 2.2 Equipment which is repaired or replaced by CHANNEL MASTER under this Warranty will be covered under all of the provisions of this Warranty for the remainder of the applicable Warranty period (for that particular equipment). 2.3 If equipment is repaired beyond effective warranty dates or if abnormal usage had occurred, Customer shall be charged applicable rates and the Customer will be advised of the estimated charges prior to repair by CHANNEL MASTER's authorized service center. 2.4 The price of out-of-warranty repairs payable by the Customer will be based on standard labor and parts prices in effect at the time of the repair. CHANNEL MASTER will use its best efforts to ensure that the cost of such repair, exchange, refurbishing, or substitution will not exceed the original price of Product. 2.5 If the problem reoccurs within the warranty period, CHANNEL MASTER will, at its option: (a) re-perform the service; (b) replace the product pursuant to the terms of this warranty, (c) permit Customer to return the product and issue a refund pursuant to this warrant, or (d) refund the amount the Customer paid for the services.

PRODUCT MODIFICATION:

3.1 CHANNEL MASTER reserves the right to make changes or improvements to its products, during subsequent production, without incurring the obligation to install such changes or improvements on previously manufactured or sold products. FORCE MAJEURE: 4.1 CHANNEL MASTER will not be liable if its performance under this warranty becomes commercially impracticable due to any contingency beyond CHANNEL MASTER's reasonable control, including acts of God, fires, flood, wars, sabotage, civil unrest, accidents, labor disputes or shortages, government laws, rules and regulations, whether valid or invalid, inability to obtain material, discontinuation of third part data or services, equipment or transportation, incorrect, delayed or incomplete specifications, drawings or data supplied by Customer (collectively "Force Majeure").

LIMITATIONS AND QUALIFICATIONS OF WARRANTY:

5.1 This Limited Warranty extends only to the original purchaser of the Equipment and is in lieu of all other express or implied warranties, including those of merchantability and fitness for a particular purpose. This Warranty does not apply to any damage, defect of failure caused by: (a) any part of the equipment having been modified, adapted, repaired, maintained, transported or relocated by any person; (b) Storage or environmental characteristics which do not conform to the applicable sections of the appropriate Equipment Manual or Instruction Sheet; (c) Failure to conform with the Equipment Operating Instructions in the applicable Equipment Manual or Instruction Sheet; (d) External causes, including external electrical stress or lightning, or use in conjunction with incompatible equipment, unless such use was with CHANNEL MASTER's prior written request; (e) Cosmetic damage; (f) Accidental damage, negligence, modification, mishandling, abuse or misuse; or (g) Force Majeure. Warranty does not cover: (a) Labor charges for installation or setup of the product. (b) Any taxes imposed on CHANNEL MASTER for units replaced or repaired under this warranty. (c) Installation, performance of, or repair of: audio/video cabling, telephone line, or accessory attachments used with the product. (d) Product replacement because of misuse, accident, lightning damage, unauthorized repair, or other cause not within the control of CHANNEL MASTER. Please note that removing the cover of the Unit for any reason voids the warranty. (e) Reception transmission problems caused by signal conditions, telephone line, or cable or antenna systems outside the unit. (f) Damages to, or viruses that may infect your Unit or other devices arising from the use of an unauthorized third party devices in connection with your Unit. (g) Incidental or consequential damages resulting from the product. (Some states (or jurisdictions) do not allow the exclusion of incidental or consequential damages, so the above exclusion may not apply to you.) (h) A product that has been modified or adapted to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications. (i) A product used for commercial or institutional purposes. (j) Access connections (telephone or broadband), including charges from your communications provider.

LIMITATION ON DAMAGES:

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